# Thank You

We are pleased to have served you and hope that your stay with the PlumpJack Squaw Valley Inn has been an enjoyable one. This questionnaire will help us in our continuing effort to provide the best possible experience for you each time you return.

*(Circle a number for each line)*

How would you rate these services?

1. Advance telephone reservations excellent poor
   - ❑ Friendliness 5 4 3 2 1
   - ❑ Efficiency 5 4 3 2 1

   Front Desk/Concierge
   - ❑ Friendliness 5 4 3 2 1
   - ❑ Efficiency 5 4 3 2 1

   Comments _____
   _____
2. How would you rate the quality of your room?
   - ❑ Cleanliness 5 4 3 2 1
   - ❑ Atmosphere 5 4 3 2 1
   - ❑ Comfort 5 4 3 2 1
   - ❑ Housekeeping 5 4 3 2 1
   - ❑ Overall Value 5 4 3 2 1

   Comments _____
   _____
3. Were you traveling with a Conference Group?

   Group Name _____
   - ❑ Banquet/Private Dining Service 5 4 3 2 1
   - ❑ Quality of food 5 4 3 2 1
   - ❑ Meeting room 5 4 3 2 1

   Comments _____
4. How would you rate our Restaurant and Bar?
   - ❑ Service 5 4 3 2 1
   - ❑ Quality of food 5 4 3 2 1
   - ❑ Overall Value 5 4 3 2 1

   Comments _____
   _____
5. How would you rate Room Service?
   - ❑ Service 5 4 3 2 1
   - ❑ Promptness 5 4 3 2 1

   Comments _____

6. How would you rate your Banquet Coordinator?
   5 4 3 2 1
7. If you used any of the services below, please rate them:
   - ❑ Maintenance 5 4 3 2 1
   - ❑ Billing/Accounting 5 4 3 2 1
   - ❑ Sales and Marketing 5 4 3 2 1
   - ❑ Other 5 4 3 2 1

   Comments _____
   _____

Does your company have any other branch meeting planners that would like to receive information on PlumpJack? (If yes, please list name and address)_____
_____

Does your company have any future meeting dates that you would like us to hold for you? (If yes, please list dates)_____
_____

Please contact the Sales Department at 800-323-7666, extension 401.

Although you may return this card anonymously, if you fill in your name and address below, we will be able to personally respond to your comments:

Name _____
Address _____
City _____ State _____ Zip _____
Room Number _____
Arrival Date _____
Departure Date _____

Additional Comments _____
_____
_____
_____

Please return to:
PlumpJack Squaw Valley Inn
P.O. Box 2407
Olympic Valley, CA 96146

Michael P. Murphy
General Manager